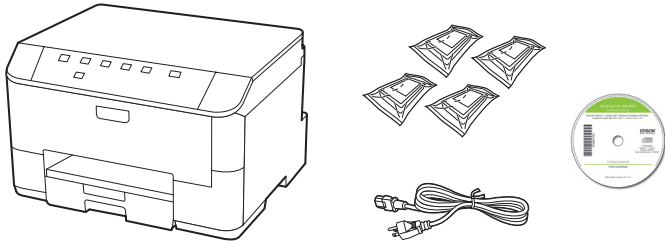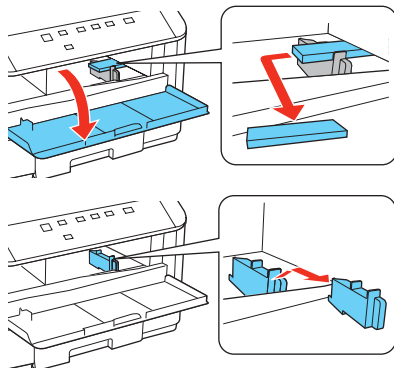# WorkForce® Pro WP-4020
Start Here

*Read these instructions before using your printer.*

1 Unpack

Caution: Do not open ink cartridge packages until you are ready to install the ink. Cartridges are vacuum packed to maintain reliability.

Remove all tape and protective materials, including the foam and plastic inside the printer.
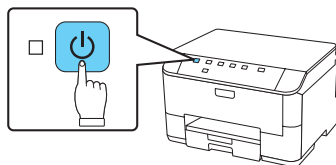

2 Turn on

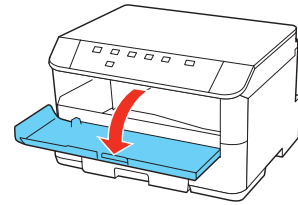*1* Connect the power cord to the back of the printer and to an electrical outlet.
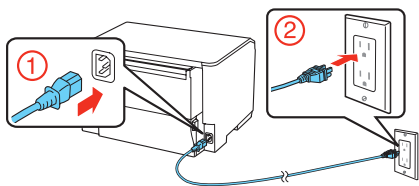
Caution: Do not connect to your computer yet.
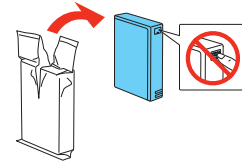
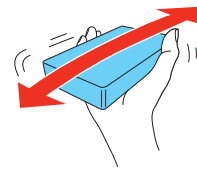*2* Press the ⏻ power button.

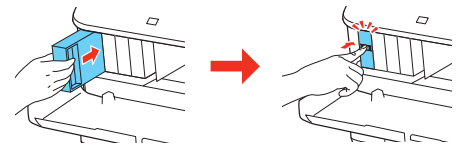## 3 Install ink cartridges

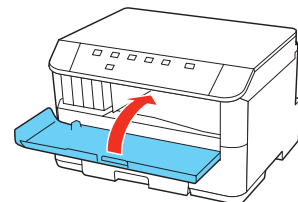*1* Open the front cover.

2 Unpack the four ink cartridges.

3 Shake each cartridge as shown for about 5 seconds.

4 Install each cartridge in the correct slot for its color. Push each cartridge in until it clicks.

5 Close the front cover.

The printer starts priming the ink. This takes about 12 minutes. When the green ⏻ power light stops flashing, priming is complete.

Note: The included cartridges prime the printer and print about 1000 black pages/900 color pages. Actual page count may vary.

Caution: Don't turn off the printer or open the cover while it is priming or you'll waste ink.
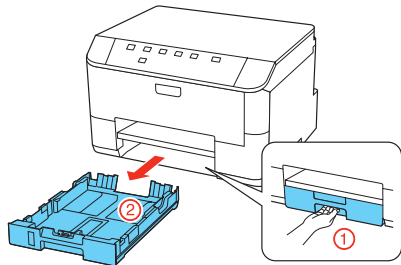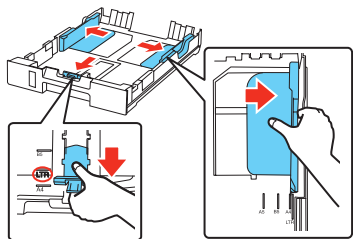
EPSON
EXCEED YOUR VISION

4 Load paper in the cassette

You can load letter-, A4-, or legal-size plain paper in the cassette. For instructions on loading envelopes and special paper in the rear MP tray, see the online *User's Guide*.
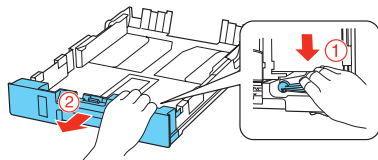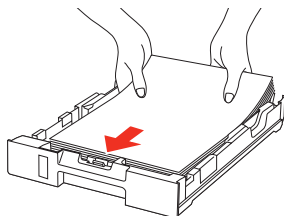
1 Pull out the paper cassette.

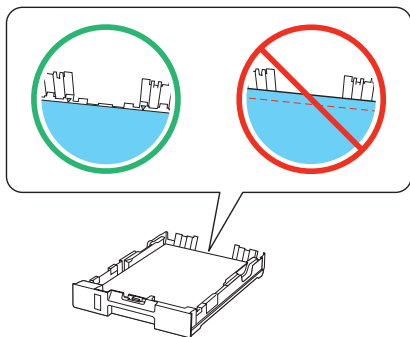**2** Slide the edge guides outward.

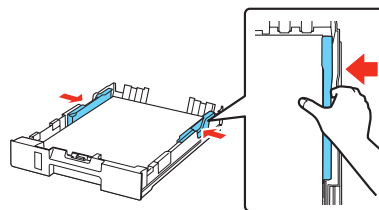**Note:** If you are loading legal-size paper, extend the cassette as shown.

3 Insert the paper with the glossy or printable side face down.
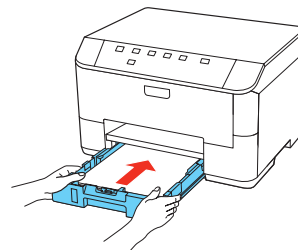

Note: Make sure the paper is loaded against the front edge guide and not sticking out from the end of the cassette.

4 Slide the edge guides against the paper, but not too tight. Make sure the paper is under the tabs on the edge guides.
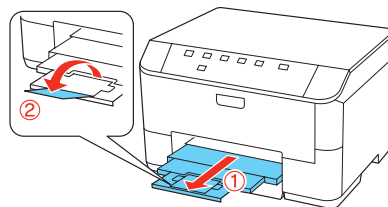

5 Gently insert the paper cassette.

Note: The paper may slide forward slightly as you insert the cassette. This is normal.

6 Extend the output tray and raise the paper stopper as shown. (Do not raise the stopper for legal-size paper.)

5 Install software

Note: If your computer does not have a CD/DVD drive, you can download the software from the Epson website (see "Epson technical support").

Caution: Be sure to close your other programs, including any screen savers and virus protection software, before beginning this software installation.

1 Make sure the printer is **NOT CONNECTED** to your computer.
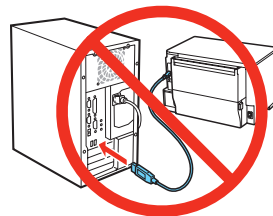
Windows®: If you see a Found New Hardware screen, click **Cancel** and disconnect the USB cable. You can't install your software that way.

2 Insert your product CD.

3 **Windows:** If you see the AutoPlay window, click **Run Setup.exe.** If you see the User Account Control screen, click **Yes** or **Continue**.

Mac OS® X: Double-click the ![Epson icon] **Epson** icon.
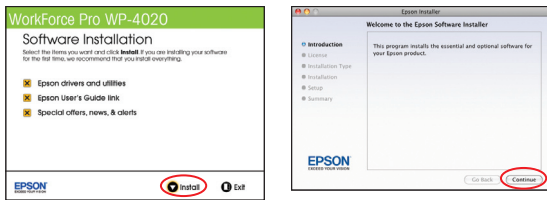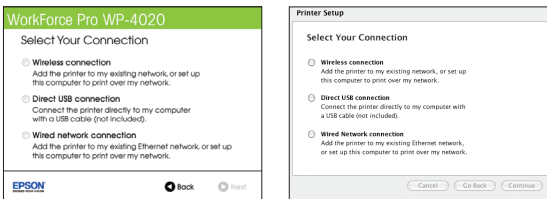
4 Click **Install** (Windows) or **Continue** (Mac OS X) and follow the instructions on your computer screen.

5 When you see the Select Your Connection screen, check the "Connection options" section on this sheet for more information. Then click **Next** (Windows) or **Continue** (Mac OS X) and follow the instructions on your computer screen.

Connection options

Wireless connection

You must install the software on every computer from which you want to print. For the first installation, we recommend using a temporary USB cable connection to simplify wireless setup. After the printer is connected to the network, you will be prompted to remove the cable. (USB cable not included.)

Make sure you know your network name (SSID) and network password:

- Network name _____
- Network password _____

If you don't have this information, contact the person who set up your network.

Direct USB connection

Make sure you have a USB cable.

Wired network connection

Make sure you have an Ethernet® network cable (not included). You must install the software on every computer from which you want to print.
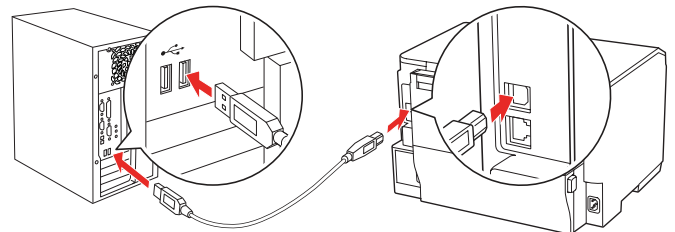
Any problems?

Network setup and printing problems

- If you're connecting the printer via Wi-Fi Protected Setup (WPS), make sure you press and hold the **Wi-Fi** button on the printer within 2 minutes of pressing the WPS button on your router. Press and hold the **Wi-Fi** button on the printer for 3 seconds.

- Try connecting to the router or access point with your computer or another device to confirm that it is working correctly.

- Try resetting the router (turn it off and then on), then try to connect to it again.

- Press the ⁑ᵢ button to print a network status sheet. Verify that the network settings are correct and check the signal strength. If it's poor, try moving the printer closer to your router or access point. Avoid placing the printer next to a microwave oven, 2.4 GHz cordless phone, or large metal objects such as a filing cabinet.

- If your router or access point doesn't broadcast its network name (SSID), manually enter the name. If your router or access point has wireless security enabled, you'll also need to know what kind of security it's using and make sure you enter the WEP key or WPA passphrase correctly.

- When using TCP/IP, make sure your network's DHCP option is enabled (your router manufacturer or your IT department will be able to assist you with this setting).

- Disable the firewall temporarily to see if that may be causing the problem. Contact your firewall manufacturer for assistance.

Setup is unable to find my printer after connecting it with a USB cable.

Make sure it is securely connected as shown:

Printing problems

Printing stops when an ink cartridge is expended. If a cartridge is expended, you must replace it to continue printing.
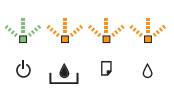
Print quality problems

- Make sure your paper is loaded printable side down in the cassette (usually the whiter, brighter, or glossy side).

- If you notice light or dark bands across your printouts or they are too faint, run a nozzle check to see if the print head needs cleaning. See the online *User's Guide* for more information.

- The ink cartridges may be low on ink. Check your cartridge levels and replace cartridges, if necessary. See the online *User's Guide* for more information.

Error indicators

If you see one of the error indicators below, follow the steps here to proceed:

■ ■ On   ↘↙ ↘↙ Flashing slowly   ↘↙ ↘↙ Flashing fast

▫ / 🗋	Paper is out, paper size doesn't match, or multiple sheets have fed at the same time. Load paper correctly and press the 🗋 paper feed button.
↘↙ / 🗋	Paper is jammed in the cassette, the duplexer, or inside the printer. Remove the jammed paper and press the 🗋 paper feed button.
↘↙ ↘↙ / ⏻ 🗋	The front cover is open. Close the cover.
↘↙ / 🜄	The indicated ink cartridge is running low on ink. Make sure you have a replacement cartridge.
▫ / 🜄	The indicated ink cartridge is expended or not installed correctly. Replace or reinstall the ink cartridge.
↘↙ / ⬛	The maintenance box is nearing the end of its service life. Make sure you have a replacement box.
▫ / ⬛	The maintenance box is at the end of its service life or not installed. Press the 🜄 and 🎨 ink buttons at the same time to clear the error, then replace the maintenance box.
↘↙ ↘↙ ↘↙ ↘↙ / ⏻ ⬛ 🗋 🜄	Printer error. Turn the printer off and check for jammed paper. Make sure you remove the protective foam and plastic from inside the printer. Then turn the printer back on. If the error does not clear, contact Epson.
Wi-Fi	Wi-Fi connection error. Press the **Wi-Fi** button on the printer to clear the error and try again.

Any questions?

On-screen help with your software

Select **Help** or **?** when you're using your software.

User's Guide

Click the icon on your desktop (or in the **Applications/Epson Software/Guide** folder on Mac OS X) to access the online *User's Guide*, software downloads, Epson Supplies Central®, and more (requires an internet connection). If you don't have a User's Guide icon, you can install it from the CD or go to the Epson website, as described under "Epson Technical Support."

Epson technical support

Visit **epson.com/support** (U.S.) or **epson.ca/support** (Canada) where you can download drivers, view manuals, get FAQs, or e-mail Epson.

You may also speak with a support specialist by calling:

- **U.S.:** (562) 276-7202, 6 AM to 8 PM, Pacific Time, Monday through Friday, and 7 AM to 4 PM Saturday
- **Canada**: (905) 709-2567, 6 AM to 8 PM, Pacific Time, Monday through Friday

Days and hours of support are subject to change without notice. Toll or long distance charges may apply.

Recycling

Epson offers a recycling program for end of life hardware and ink cartridges. Please go to www.epson.com/recycle for information on how to return your products for proper disposal.

Need paper and ink?

Try Epson paper with DURABrite® Ultra Ink for professional results. For the right supplies at the right time, you can purchase them at Epson Supplies Central at **www.epson.com/ink3** (U.S. sales) or **www.epson.ca** (Canadian sales). You can also purchase supplies from an Epson authorized reseller. To find the nearest one, call 800-GO-EPSON (800-463-7766).

DESIGNED *for* EXCELLENCE™
Epson printers, ink and specialty papers.

Genuine Epson paper

Epson offers a wide variety of business and photo papers to meet your needs; visit Epson Supplies Central for more information.

Presentation Paper Matte
Smooth, non-glare, instant-drying paper ideal for home, school and business projects.

Genuine Epson inks

DURABrite **Ultra** INK

Look for the numbers below to find your cartridges. It's as easy as remembering your number!

WorkForce Pro WP-4020 ink cartridges

Color	Part number
● Black	676XL
● Cyan	676XL
● Magenta	676XL
● Yellow	676XL

Epson Connect

Get instant, wireless printing of photos and attachments right from smartphones, iPads, tablets, and other popular mobile devices. See **www.epson.com/connect** for details.